

REMEDY ITSM PROJECT REQUEST APPROVAL PROCESS

December 2, 2008

1.1 PURPOSE

The purpose of this document is to outline the project request approval process for Remedy ITSM 7.x teams.

1.1.1 BACKGROUND

The Department of Technology Services has begun the implementation of Remedy ITSM 7.x. As the project has started moving forward, it has become apparent that a project request approval process needs to be in place

1.1.2 SCOPE

This approval process applies to DTS team members who are permitted to submit requests prior to the implementation of Remedy ITSM 7.x suite of applications. DTS team members can submit recommendations for approval on such items as standards, policies, service categories, reports, forms, requests, configuration items, catalog items, roles and responsibilities, customization or configuration change requests, etc.

1.1.3 EXCEPTIONS

None

2.1 APPROVAL PROCESS

- DTS staffs who want to submit a request should make recommendations through an ITSM 7.x team member.
- Team members complete a Change Request Form and submit it to the ITSM 7.x Project Manager (attach additional documentation if needed).
- The Project Manager will enter the request into the Change Request Log and present it to the Core Team.
- The Remedy Administrator will work with the technical team to review the request for costs, benefits, impacts, feasibility, etc., investigate to determine if requested item already exists in system, and make recommendations to the rest of the Core Team.

- The Core Team will review the documentation and recommend a disposition.
- Based upon the “change rigor” the Project Manager will approve, deny, or ask for modifications to the request; or forward the recommendations from the Core Team to the Sponsor.
- Based upon the “change rigor” the Sponsor will approve, deny, or ask for changes to the original request or the Sponsor will meet with the Remedy Enterprise Steering Committee (RESC) to review the Core Team recommendations and determine the disposition.
- Once the Sponsor and/or RESC make their decision, the Project Manager will inform the Core Team and the requestor of the disposition.
- The Project Manager will enter the request disposition on the Change Request Form and the Change Request Log to complete the process.
- Standards, policies, procedures, request, processes, etc., will be stored and/or accessible on the G:\core team itsm or at <http://dts.utah.gov/services/entprojects/index.html>

2.1.1 EMERGENCY REQUEST PROCESS

- In the event of an emergency request, requests will be sent to all core team members for immediate review via email.
- The core team will individually review and make recommendations to the Project Manager who will then summarize the recommendations and work with the Sponsor to resolve the request and/or set up an emergency meeting with the RESC for resolution.

MEETING TIMES

- **Core Team**—will consider request(s) during the Core Team’s weekly meeting.
- **Pre RESC Meeting** – the day prior to the RESC meeting the **Project Manager will meet with the PMO, Sponsor, and Business Analyst (or designees) to review requests/items.**
- **Remedy Executive Steering Committee**—RESC will meet on the first Tuesday of the month to review requests.